Product reminder App
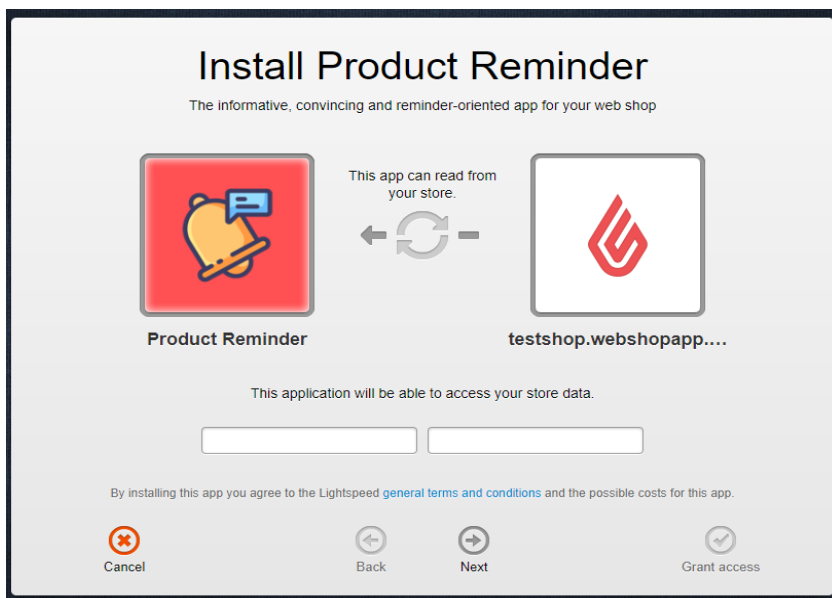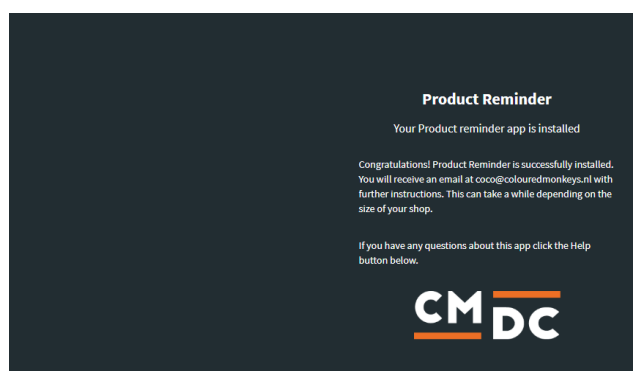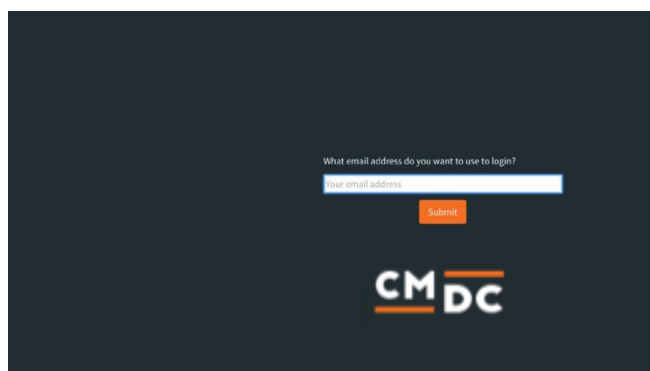
Step 1. Installing the Product reminder APP

Search the Appstore for the app.

If you want to install the app, click on the "install" button and follow the guided installation steps.

When the app is installed, you'll be redirected to the page shown below, where you can enter the e-mail address of the user that will use the app. As soon as you've entered your email address, we'll continue the installation process in the background and we'll let you know when the installation is done. If it's your first app by CMDC, we'll also include your password in the confirmation email.

NOTE: Depending on the amount of products you have in your shop, it might take several minutes for the email to be send.

For questions you can contact us
Via: info@cmdc.eu
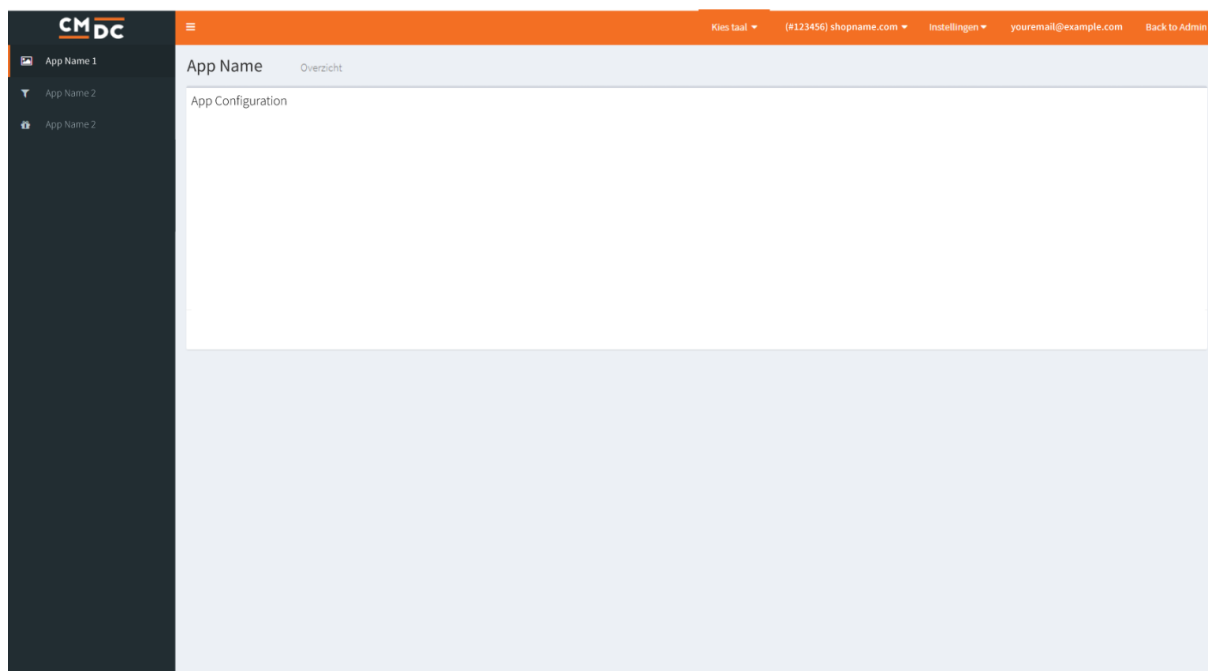**Or ask your question via the "Help" button.**

CMDC

Step 2. The APP framework from CMDC

Welcome to the CMDC appframework.

CMDC has created a framework, where you'll be able to configure all the apps that are made by CMDC, which you have installed. After installing the app from Lightspeed, you'll receive an email with your password on the email address you've supplied.

Every next app of CMDC you install, while using the same email address, will be added to your menu. You'll still receive an e-mail when the installation is complete, but you'll be able to login with your same login details.

Do you own multiple shops? No problem, you can still add all the apps to the different stores using the same email address. You'll then be able to switch shop and language. By clicking on your email address you'll be able to change your password.

For questions you can contact us
Via: info@cmdc.eu
Or ask your question via the "Help" button.

Step 3. Adding and customizing the Product reminder APP

Welcome to Product Reminder. Through Product Reminder it is possible to send your customers an automatic reminder after a certain period of time has passed.
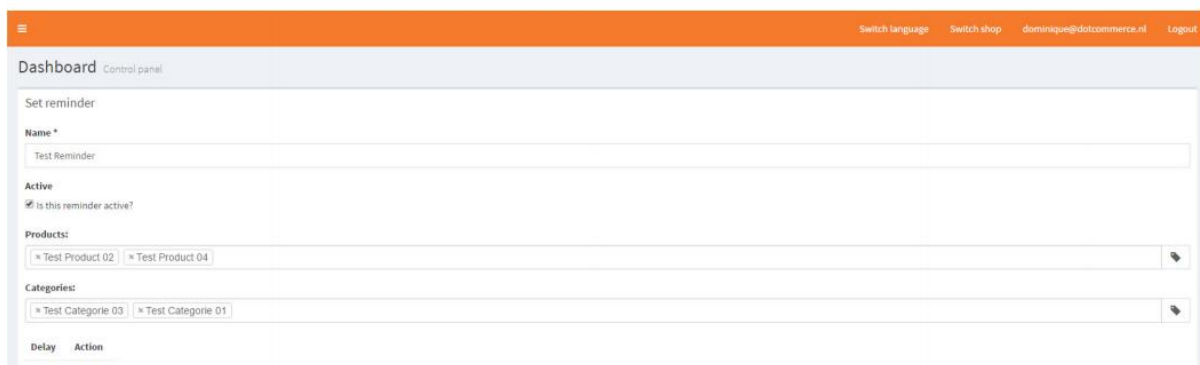
You are able to configure how many days must pass before the reminder is sent. You can also configure the message customers will receive.

Add a reminder

For starter, click on the blue button with the text 'Add reminder', you'll be redirected to the page where you can configure the settings, automatically.

Name
This is where you'll be able to register the name of your reminder, this reminder will not be visible to customers and serves as a point of recognition.

Active
Here you'll be able to activate the reminder, simply mark the check box by clicking on it. Customers who place an order with a product which contains one or more items connected to this reminder. Should you wish to deactivate this reminder simply uncheck the checkbox.

Product
Here you'll be able to select one or more products. Once a customer purchases one or more products from this list they'll receive a reminder within a set couple of days.

The maximum amount of products that you're able to select is unlimited.

Categories
Much like the last step you'll be able to select one or more values, this time in the form of categories. Should a customer purchase one or more products that full under this category they'll receive a reminder within a set couple of days.

The maximum amount of categories that you're able to select is unlimited.

TIP: Both categories and products will function alongside each other, both can be selected and both will function properly.

For questions you can contact us
Via: info@cmdc.eu
Or ask your question via the "Help" button.

CM DC

Add a message

Press on the button saying 'Add a message' and wait for the pop-up to appear, on this page you can set the delay of the message, sender, subject line and create a customized message.

Delay

Here you'll be able to set amount of days that will pass before the customer receives a reminder, you are free to decide how many days the reminder will be delayed.

Sender

Under this option you'll be able to submit a sender address, when a customer receives a reminder via email this address will be used as the sender address. The customer is able to respond to this message, we recommend using a 'noreply' mail address.

Subject

The subject line may be specified here, the subject line indicates the main purpose of your message.

Message

Here you can configure the content of the message the customer will receive. The message will display exactly as shown here with the exception of the tags. These tags will leech data from Lightspeed. You're able to use the following tags:

[products] This tag will display the product(s) the customers has purchased, this applies only to the products which are connected using the Products Reminder app.
[daysAgo] This tag will display how much time has passed since the order has been placed.
[orderDate] This tag will display the date (DD-MM-YYYY) the order was placed.
[customerName] This tag will display the customer's first name.
[customerLastname] This tag will display the customers last name

[daysAgo]. This tag will show the number of days ago that this order was created.
[orderDate]: This tag will show the date (dd-mm-yyyy) of the order when the product(s) were purchased.
[customerName]: This tag will show the customers full name.
[customerLastName]: This tag will show the customers last name.

Hello [customerName] [customerLastName],

On [orderDate] you ordered [products] from our webshop, seeing as [daysAgo] have passed since we we're wondering if you'd like to resupply on [products]. Did you know that [products] are now off 20%? Order quickly before stock runs out!

With kind regards,

Your test shop team

Close   Save